



STATE OF CONNECTICUT

OFFICE OF EARLY CHILDHOOD



EMPLOYMENT OPPORTUNITY

INFORMATION TECHNOLOGY ANALYST 1 DIVISION OF FISCAL SERVICES

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS ON THE LAST PAGE

Open to: See Eligibility Requirement

Location: 165 Capitol Avenue, Hartford, CT 06106

Hours: 8:00 a.m. – 5:00 p.m.

Job Posting #: #016 (109822)

Salary Range: \$67,347 - \$86,230*

Closing Date: October 21, 2015

Note: *New hires to state employment start at the minimum of the above salary range.

ELIGIBILITY REQUIREMENT:

Candidates must have applied for and passed the Information Technology Analyst 1 exam and be on the current certified list promulgated by the Department of Administrative Services for this classification.

Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy. State employees who have attained permanent status and are eligible for appointment may also apply.

EXAMPLE OF DUTIES:

Service/Help Desk Support: Responds to calls, email and personnel requests for technical support; tracks status of all problems and monitors open problems; resolves simple to moderate problems by providing support on hardware and software products; resolves simple to moderate technical calls from customers; acts as liaison between other technical staff, users and vendors regarding Help Desk and service requests; monitors personal computer (PC) performance; performs related duties as required.

Desktop Services: Diagnoses and resolves PC and simple software problems using a variety of diagnostic tools; uses diagnostic tools to identify hardware and/or software problems and initiates repair; rebuilds PCs and reconfigures user specific settings; installs new software releases of simple to moderate complexity; coordinates installation of and installs, modifies and maintains network components and PC hardware and/or software; assists in implementation of network and/or system hardware and software upgrades and/or enhancements; configures and installs terminal emulation software for host connection; performs related duties as required.

QUALIFICATIONS:**Knowledge, Skill and Ability:**

Considerable knowledge of data control functions; considerable knowledge of IT equipment and diagnostic tools; knowledge of principles and techniques of computer programming; knowledge of programming languages; knowledge of principles of information systems; knowledge of principles and concepts of network environments; knowledge of computer operating systems; knowledge of fundamental principles and theories of business and planning functions; knowledge of principles and techniques of systems analysis, design and development; knowledge of capabilities of computer equipment and technology; considerable technical problem solving skills; considerable logic and analytical skills; interpersonal skills; oral and written communication skills; considerable ability to install and maintain microcomputer hardware, software and network components; ability to prepare and maintain records, logs, reports, documentation, and manuals; ability to write, test and debug computer programs; ability to use programming development tools; ability to identify, analyze and resolve simple business and technical problems.

Minimum Experience and Training Required:**General Experience:**

Five (5) years of experience in information technology (IT) operations support, programming or another IT related support area.

Special Experience:

Two (2) years of the General Experience must have been performing basic technical support work in one of the following areas:

1. Help desk functions.
2. Installing and maintaining basic computer hardware and software.
3. Basic technical work in data communications, microcomputer support, production control or programming.

NOTE: For State Employees basic technical support work is interpreted at the level of Information Technology Technician.

Substitutions Allowed:

1. College training in management information systems, computer science or information technology related area may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling six (6) months of experience to a maximum of four (4) years for a Bachelor's degree.
2. A Master's degree in management information systems, computer science or electrical engineering may be substituted for the General and Special Experience.
3. For State Employees one (1) year as an Information Technology Analyst Trainee may be substituted for the General and Special Experience.
4. For State Employees two (2) years as an Information Technology Technician may be substituted for the General and Special Experience.

PREFERRED EXPERIENCE AND TRAINING:

- 4+ years of IT/Desktop Support working in a medium to large corporate environment utilizing Microsoft Windows Operating Systems and Microsoft Office products;
- Experienced in technical support, on-site analysis, diagnosis, and resolution of desktop problems for end-users, recommendation and implementation of corrective solutions, including off-site repair for remote users as needed;
- Imaging, installation, configuration, testing, maintaining, monitoring, troubleshooting and documenting issues for end-user workstations, laptops, tablets and related hardware devices;
- Configuration of end-user systems by using remote connectivity tools, IE and remote connections, including installation of CPU's, I/O, and NIC cards, hard disk cables, printers, RAM memory chips, CD-ROM's, etc;
- Experience in user support services; provides help desk and/or problem determination services to users by responding to calls, email and personnel requests for technical support; assists users by determining and/or troubleshooting problems with network, hardware and software; communicates and escalates issues to infrastructure, development and other teams and individuals as needed; provides administrative support as needed;
- Strong customer service, communications and organizational experience;
- Experience with inventory/record keeping for hardware devices and software.

APPLICATION PROCEDURE:

All required documents must be received by close of business on the closing date in order to be considered for an interview. Interested candidates should reference job announcement #016 in the application materials and submit the following documents to address listed below:

1. A letter of application and resume with details of experience and training.
2. An Application for Examination or Employment (CT-HR-12) which may be obtained from the Department of Administrative Services website at <http://das.ct.gov>.
3. The names and contact information for three (3) pertinent professional references.
4. If you are a State employee, please submit a copy of your two most recent service ratings in addition to the above documents.

**Office of Early Childhood
165 Capitol Avenue, Room G-16
Hartford, CT 06106
ATTN: Mr. Chris Beloff
TEL: (860) 713-6697**

Applications will be accepted via U.S. mail or hand delivery only.

The Office of Early Childhood is committed to a policy of equal opportunity/affirmative action for all qualified persons. The Office of Early Childhood does not discriminate in any employment practice, education program, or educational activity on the basis of **race, color, religious creed, sex, age, national origin, ancestry, marital status, sexual orientation, gender identity or expression, disability (including, but not limited to, intellectual disability, past or present history of mental disorder, physical disability or learning disability), genetic information, or any other basis prohibited by Connecticut state and/or federal nondiscrimination laws. The Office of Early Childhood does not unlawfully discriminate in employment and licensing against qualified persons with a prior criminal conviction.** Inquiries regarding the Office of Early Childhood's nondiscrimination policies should be directed to: Levy Gillespie, Equal Employment Opportunity Director/American with Disabilities Act Coordinator, Connecticut State Department of Education, 25 Industrial Park Road, Middletown, CT 06457, 860-807-2071, Levy.Gillespie@ct.gov.

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